

**ABSTRACT**

A method for providing maintenance to an electrical power generation, transmission and distribution system, and an information system and one or more computer program software means for carrying out same. A method to provide maintenance to an electrical power generation facility and/or an electrical power transmission and distribution network system operated by a Utility. Maintenance personnel visit a site to inspect a condition of said apparatus, and examine information from an Information System operated in co-ordination with a Help Desk. The method comprises further steps such as preparing a report of the apparatus with a mobile web camera, making a report comprising a graphic image of the condition of said apparatus, receiving at said Help Desk and Information System the report and graphic image from the inspector/repairman, finding stored information about said apparatus and/or said system in said Information System, comparing said stored information with the report and/or graphic image, the inspector/repairman making in consultation with the Help Desk an assessment of the condition of said apparatus and providing a recommendation such as a repair, a temporary repair or making a plan for a repair at a later time.

(FIGURE 1)